

vLEX (Virtual Learning Experience) – Service Definition

1. Service overview

vLEX (Virtual Learning Experience) is a cloud-hosted, browser-based immersive learning platform that enables organisations to deliver interactive, visual training using low- and high-fidelity 3D environments. It supports experiential learning through simulated operational contexts and is designed to integrate with existing learning ecosystems or operate as a standalone service.

vLEX is particularly suited to safety-critical and asset-intensive industries, including rail, where visual familiarisation, procedural understanding, and hands-on learning improve competence, confidence, and retention.

2. Service features

- Browser-based immersive 3D environments with no local installation required
- Interactive hotspots supporting text, images, video, documents, and external links
- Built-in editor to create, edit, and manage 3D learning content
- Role-based access for learners, instructors, and administrators
- Responsive design supporting desktop, tablet, and mobile browsers
- Secure APIs enabling integration with Learning Management Systems (LMS), competency management, or HR platforms

3. Service benefits

- Improves knowledge retention through visual and experiential learning
- Enables safe exploration of complex systems and environments
- Reduces reliance on physical access to assets for training purposes
- Supports different learning styles, including visual and kinesthetic learners
- Accelerates onboarding and familiarisation for new staff or technologies

4. Deployment and hosting

vLEX is delivered as a Software as a Service (SaaS) solution hosted in a secure cloud environment. The service is accessed via a modern web browser and requires no client-side software installation.

The platform supports multi-tenant deployment with logical separation of customer data. The service scales to support varying user volumes and usage patterns.

5. Security and data protection

vLEX implements role-based access control and secure authentication mechanisms to protect user access. Data is encrypted in transit using industry-standard protocols. Access to administrative functions is restricted to authorised users.

Customer data is logically segregated and handled in accordance with applicable data protection legislation. Audit logging supports traceability of user and administrative actions.

6. Integration and API access

vLEX provides a documented, secure API that allows authorised systems to integrate with the platform. Typical use cases include:

- User and role synchronisation
- Linking vLEX content to LMS courses or learning records
- Exchanging completion or interaction data

API access is configured during implementation and governed by role-based permissions and security controls.

7. Customisation

vLEX is configurable without code changes. Authorised administrators can:

- Create and manage 3D learning experiences
- Configure hotspots and linked learning content
- Control user roles and access permissions
- Tailor content to organisational or operational needs

Core platform code and security controls cannot be modified by end users.

8. Onboarding and support

Onboarding is delivered through a structured implementation approach, typically including initial setup, configuration support, and knowledge transfer. Remote onboarding sessions and guidance are provided, with optional onsite support available by agreement.

User documentation and guidance materials are provided to support day-to-day use. Ongoing support is available via email or ticketed support channels.

9. End-of-contract and data extraction

At the end of the contract, customers may request extraction of their data held within vLEX. Data is provided in commonly used, open formats such as CSV or other agreed structured formats.

Following confirmation of data extraction, customer access is removed and data is securely deleted in line with data protection and retention policies. No proprietary tools are required to access exported data, supporting supplier exit and transition to alternative solutions.